



## **NEWS RELEASE**

FOR IMMEDIATE RELEASE  
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### **BUREAU OF AUTOMOTIVE REPAIR SEEKS DISCIPLINE AGAINST 22 CALIFORNIA MIDAS AUTO SERVICE CENTER FRANCHISES**

#### ***Three-year investigation results in charges of repeated fraud***

SACRAMENTO – Consumer protection is always important, but it becomes especially vital during hard economic times, when consumers have less disposable income and are potentially more vulnerable to fraud.

Today, the California Department of Consumer Affairs/Bureau of Automotive Repair (DCA/BAR) moved to protect consumers by filing a 100-page Accusation against 22 Bay Area and Central California Midas Auto Service Center franchises, accusing them of numerous violations of the Automotive Repair Act. The allegations include charging for parts and services that were not needed and in some cases not provided, making false or misleading statements, and departure from accepted trade standards.

The 22 Midas Auto Service Centers are all wholly-owned franchises of Be Glad, Inc., M.I. Glad, Inc. and So Glad, Inc. Maurice Irving Glad is the president of all franchises involved. No other Midas franchise locations are affected by this action.

“Nobody wants to feel as if they’ve been ripped off, especially during these difficult economic times,” said BAR Chief Sherry Mehl. “Californians work hard for their money and that’s why protecting them from unfair business practices is the highest priority for BAR and for the Department of Consumer Affairs. BAR aggressively works to find and shut down shops that are hurting both consumers and hard-working, law-abiding auto repair shops.”

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The Accusation could lead to the revocation or suspension of the Midas Auto Service Center franchises' Automotive Repair Dealer registrations. The franchises have the right to an administrative hearing in which they may contest the charges.

The legal action follows a number of consumer complaints and a three-year investigation in which BAR used twenty-four (24) undercover vehicles to gather evidence of 105 alleged violations. BAR is accusing the franchises of selling or attempting to sell unneeded goods and services at a substantially higher cost than their advertised "brake specials." BAR also alleges that the shops did not intend to sell the advertised brake services and repairs at the advertised prices, but intended to entice consumers into more costly transactions.

The Department of Consumer Affairs promotes and protects the interests of California consumers. Consumers who have a problem with an auto repair facility can file a complaint with the Department of Consumer Affairs/Bureau of Automotive Repair by calling 1-800-952-5210. Consumers can also file complaints online at BAR's Web site at [www.autorepair.ca.gov](http://www.autorepair.ca.gov).

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### **About the [Bureau of Automotive Repair \(BAR\)](http://www.autorepair.ca.gov)**

BAR is part of the California Department of Consumer Affairs and has statutory oversight responsibilities for several statewide licensing programs. BAR licenses more than 35,000 Automotive Repair Dealerships, more than 7,500 Smog Check stations and more than 16,000 Smog Check technicians. Consumers who have a problem with an auto repair facility can file a complaint by calling toll free 1-800-952-5210. Consumers can also file complaints on line at BAR's Web site – [www.autorepair.ca.gov](http://www.autorepair.ca.gov).

### **About the [California Department of Consumer Affairs \(DCA\)](http://www.dca.ca.gov)**

DCA is California's consumer champion. With nearly 40 consumer protection entities, DCA protects consumers while ensuring a competent and fair marketplace. DCA issues nearly 2.5 million licenses in more than 100 business and 200 professional categories, including doctors, dentists, contractors, cosmetologists and automotive repair facilities. DCA establishes minimum qualifications and levels of competency for its licensees. DCA is funded exclusively by license fees.

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### **FOLLOWING IS A LIST OF THE MIDAS AUTO SERVICE CENTER FRANCHISES NAMED IN THE ACCUSATION:**

#### **BAY AREA MIDAS AUTO SERVICE CENTERS**

1236 White Oaks Avenue Campbell, CA 95008	2525 Monument Boulevard Concord, CA 94520	6955 Village Parkway Dublin, CA 94568
4045 Thornton Avenue Fremont, CA 94536	3741 Washington Boulevard Fremont, CA 94538	1078 La Playa Drive Hayward, CA 94545
24659 Mission Boulevard Hayward, CA 94544	93 S. Capitol Avenue San Jose, CA 95127	4244 Monterey Hwy. San Jose, CA 95111
5287 Prospect Road San Jose, CA 95129	2200 Stevens Creek Boulevard San Jose, CA 95128	13745 E. 14 <sup>th</sup> Street San Leandro, CA 94578
2710 N. Main Street Walnut Creek, CA 94596		

#### **CENTRAL VALLEY MIDAS AUTO SERVICE CENTERS**

704 Clovis Avenue Clovis, CA 93612	3937 N. Blackstone Fresno, CA 93726	7340 N. Blackstone Fresno, CA 93650
4304 W. Shaw Fresno, CA 93722	1412 W. Yosemite Avenue Manteca, CA 95337	338 McHenry Avenue Modesto, CA 95354
3833 McHenry Avenue Modesto, CA 95356	1420 V Street Merced, CA 95340	2651 Greer Road Turlock, CA 95382